

iCapability User Manual – Immediate Supervisor

People Matrix Consultancy Sdn. Bhd.

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1.0 Introduction

This document is designed to help users to do self-assessment and superior to perform review within the system in a comprehensive manner. It takes into account the workflows of different user roles to complete this exercise.

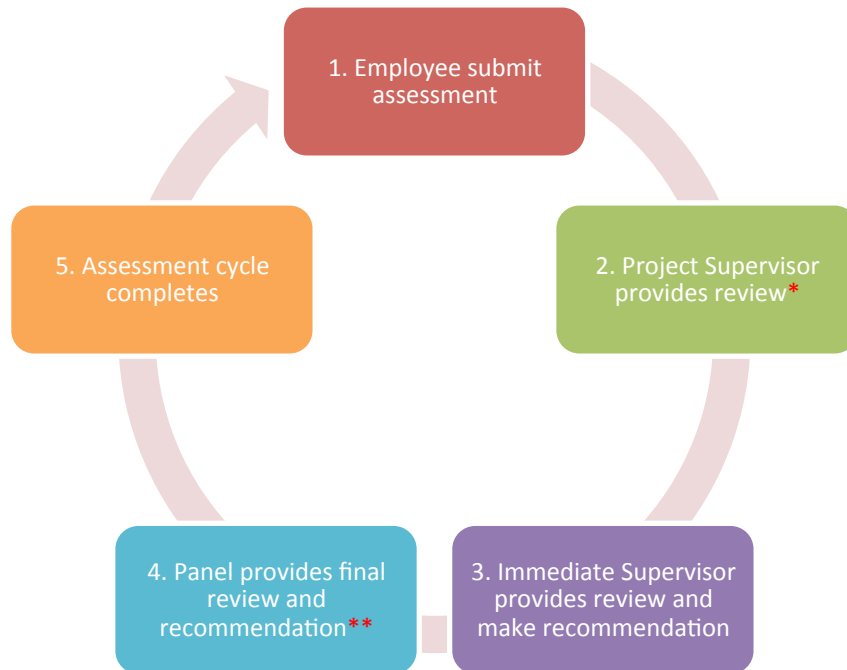
The following main roles were identified based on the activities available within the system and the scenarios carried out.

No	Role Name	Description	Document File Name
1	Employee	Employee role able to submit assessment form and track review progress in the system	iCapability User Manual - EMP.docx
2	Immediate Supervisor	<p>Immediate Supervisor are nominated by employee in assessment form. Immediate Supervisor is employee's direct report superior based on Reporting Structure. He will provide feedback to the project which he supervised.</p> <p>Immediate supervisor will be able to provide feedback on competency level for each capability area as well as to make recommendation if the employee is ready for panel review.</p> <p>Immediate Supervisor can also be an employee.</p>	iCapability User Manual - IMM SV.docx
3	Project Supervisor	Project Supervisor are nominated by employee in assessment form. He will provide feedback to the project which he supervised. This is only applicable for an employee who has more than one superior during a given tenure.	iCapability User Manual - PROJ SV.docx
4	Panel	<p>Panel will be assign to make final employee assessment. Panel will only assess employee if they are recommended for panel assessment by their immediate supervisor.</p> <p>Panel will be assign base on their expertise (in respective skill group/IC group)</p>	iCapability User Manual - PANEL.docx

2.0 Immediate Supervisor Review & Recommendation

This document is specifically designed for “Immediate Supervisor” role. If you need to access the system with a different role, please refer to the relevant document as stated in the above table.

The diagram below summarize the overall assessment workflow:-



* Project Supervisor will only provide review if employee nominates Project Supervisor (other than his current Immediate Supervisor) to access his project(s).

** Panel will provide recommendation only when Immediate Supervisor recommends assessment for Panel’s review

The diagram below summarize supervisors' assessment workflow:-



Note:

Immediate Supervisor must complete the review and submit the form within 14 days from the date an email is notified to him/her. Your subordinate may nominate other supervisor as Project Supervisor in his/her assessment form, Project supervisor is given 7 days to complete the feedback. The system will not allow any feedback to be updated by other Project Supervisor after you have SUBMITTED the form.

3.0 Registration

After employee submitted the self-assessment, the nominated immediate supervisors will receive notification via email. Upon the email notification, the immediate supervisor needs to register to login into the system.

The immediate supervisor is to give his/her feedback on the activity/project/initiative that he/she has provided supervision as nominated by the employee.

Tips:

Please take note that if the employee nominates both Immediate Supervisor and Project Supervisor to review his projects; the Immediate Supervisor can only start to provide feedback after ALL Project Supervisors have completed the review.

Project Supervisors have **14 days** to complete the review.

In the event when Project Supervisor completed the review before the stipulated 14 days, system will send email to notify Immediate Supervisor that they can start review.

If Project Supervisor failed to complete (Submit) the review within the stipulated 14 days, they can no longer do so. System will send email to notify Immediate Supervisor that they can start review.

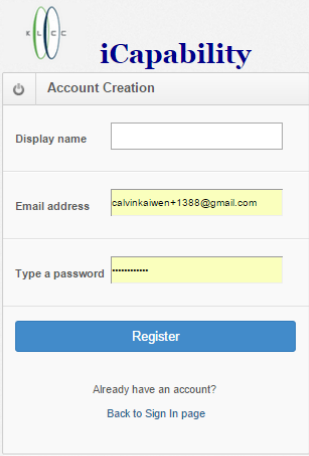
If employee nominates only Immediate Supervisor for project review, Immediate Supervisor can start review immediately.


Before you can start a new assessment, you must first register an account. Follow simple steps below to register for an account. Kindly ensure that you use the compatible internet browsers such as IE 9 or above, Google Chrome, Mozilla Firefox or Safari.

1. Launch google chrome by clicking the icon on your desktop
2. Copy and paste this link to register an account <http://icapability.zoolooinfosys.com/Account/Register>
3. You will see the page below

Note: Do not click on the system URL from the email as it will use default IE Browser. You may not have the IE 9 version.

If you do not have any of the recommended browsers, please download or contact your IT for assistance. To download google chrome use the link URL <https://www.google.com/chrome/browser/desktop>



 **iCapability**

Account Creation

Display name

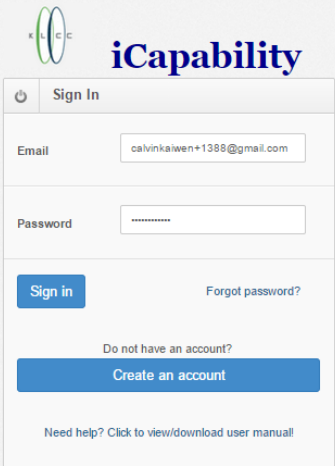
Email address


Type a password

[Register](#)

Already have an account?
[Back to Sign In page](#)

4. Alternatively, you can click [Create an account](#) from the assessment login page



 **iCapability**

Sign In

Email

Password

[Sign in](#) [Forgot password?](#)

Do not have an account?
[Create an account](#)

Need help? [Click to view/download user manual!](#)

Can only be viewed with IE 9 or above, Google Chrome, Mozilla Firefox or Safari.

5. Enter this information to register. Use the table below as a guideline. Click [Register](#) to continue.

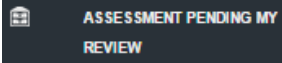

No	Name	Description
1	Display name	Supervisor full name
2	Email address	Supervisor email address
3	Type a password	Password to login to assessment portal

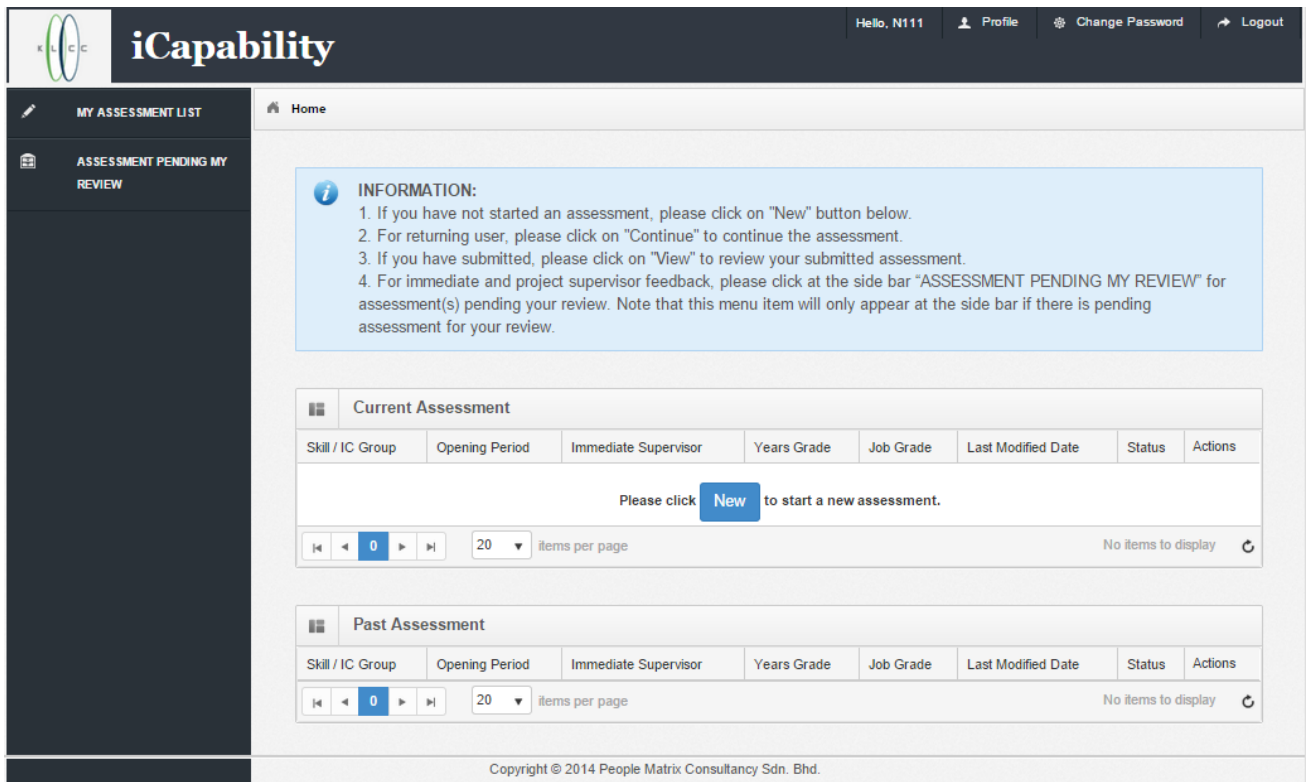
Tips:

1. You are encourage to use your FULL NAME and company official email address.
2. As immediate supervisor, you can use the same login to complete your assessment form as well. If you want to complete the assessment form yourself, please refer to the User Manual for Employee.

4.0 Review and Recommendation

To complete the review and finally making a recommendation for the employee, follow simple steps below:-


1. If you login to review assessment form; click at the side bar  to view all pending assessment
2. If you login to complete your own assessment form, click  to continue. Please refer to further instruction in “User Manual - Employees”



INFORMATION:

1. If you have not started an assessment, please click on "New" button below.
2. For returning user, please click on "Continue" to continue the assessment.
3. If you have submitted, please click on "View" to review your submitted assessment.
4. For immediate and project supervisor feedback, please click at the side bar "ASSESSMENT PENDING MY REVIEW" for assessment(s) pending your review. Note that this menu item will only appear at the side bar if there is pending assessment for your review.

Current Assessment


Skill / IC Group	Opening Period	Immediate Supervisor	Years Grade	Job Grade	Last Modified Date	Status	Actions
Please click  to start a new assessment.							


0 items per page No items to display

Past Assessment

Skill / IC Group	Opening Period	Immediate Supervisor	Years Grade	Job Grade	Last Modified Date	Status	Actions
No items to display							


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3. You will see a list of assessment pending your review. Notice that the status for the assessment form is shown as “Pending Immediate Supervisor Recommendation”. Click  to start review.

Immediate Supervisor Feedback Required					
Name ▲	Assessment Name	Skill / IC Group	Last Modified Date	Status	Actions
N13	Capability Assessment 2014	Investment Management	19 Jan 2015	Pending Immediate Supervisor Recommendation	

1 items per page 1 - 1 of 1 items

4. You will come to the employee assessment page whereby you can review the assessment form and provide your feedback. Kindly note that the shaded in colour as shown in the screen below indicates the expected capability level for the job eg. L3 is job capability level for Facilities Planning & Budgeting.


iCapability

Hello, Johari Shamsuddin
Profile
Change Password
Logout

Home
>
Assessment Pending My Review
>
Farah Fauzi

Save as Draft
Submit

INFORMATION:

1. You have been identified as the immediate supervisor. Please provide your overall recommendations.
2. You may choose to "save as draft" and/ or submit the form when completed.
3. All mandatory fields marked with * need to be filled up before the form can be submitted, otherwise SUBMIT button is disabled.

Employee Info

Name	Farah Fauzi	Email	farah@klcc.com.my
Immediate Supervisor Email	johan@klcc.com.my	Company	KLCC Group of Companies
OPU	KLCC Holdings Sdn Bhd	Division	PETRONAS Properties Department
Skill Group / IC	Investment Management		

Skill Group : Investment Management

1. Market and Industry knowledge

2. Opportunity Screening/ Investment Viability

3. Deal Structuring

4. Investor Relations- Stakeholder Management

5. Portfolio Management and Performance Monitoring

Capability Area 1 : Market and Industry knowledge

Inventory :

Market insights to identify and screen for potential opportunities

.

1. Supply and Demand Analysis
2. Economic Outlook
3. Competitors Profiling
4. Property Market Research
5. Building types
6. New technologies
7. Regulatory requirements
8. Legal and regulatory related to property development
9. REITs market
10. Industry benchmarking
11. Rental and lease outlook

L1 - Awareness	Employee	Immediate Supervisor	L2 - Knowledge	Employee	Immediate Supervisor	L3 - Skill	Employee	Immediate Supervisor	L4 - Advanced	Employee	Immediate Supervisor
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
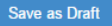

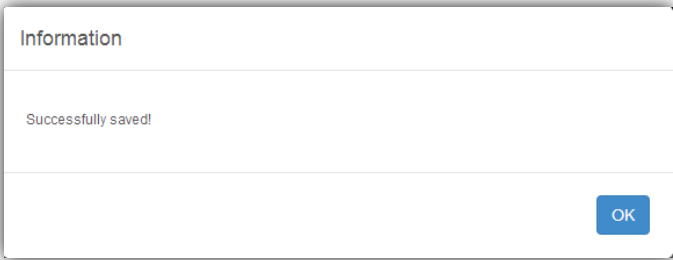

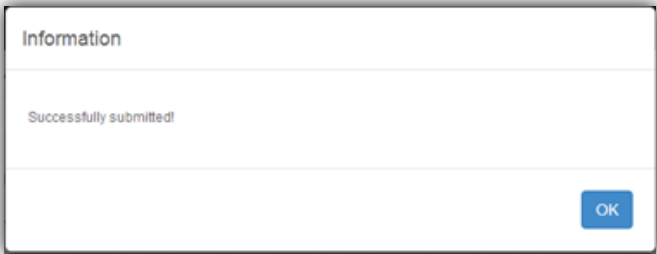


Basic understanding of the key fundamentals surrounding the property industry.	<input type="checkbox"/>	<input type="checkbox"/>	Able to deduce the implications of market changes to the business value chain.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Able to conduct comprehensive market and economic analysis to generate inputs to identify opportunities for investment screening.	<input type="checkbox"/>	<input type="checkbox"/>	Able to teach and coach others based on own experiences on market and regulatory practices.	<input type="checkbox"/>	<input type="checkbox"/>
Aware of related legal and regulatory requirements.	<input type="checkbox"/>	<input type="checkbox"/>	Able to gather, compare, verify and maintain relevant market data/information for in-house database.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Able to conduct risk assessment and implications arising from changes in regulation.	<input type="checkbox"/>	<input type="checkbox"/>	Seek by others on opinions for key market and industry perspectives.	<input type="checkbox"/>	<input type="checkbox"/>
Able to identify the types of information required to build database.	<input type="checkbox"/>	<input type="checkbox"/>	Able to keep self "up to date" with the changes in regulation and understand the implication to business.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Provide in-depth understanding of market trends and outlooks by analysing from multiple dimensions and angles.	<input type="checkbox"/>	<input type="checkbox"/>			
Aware of various sources of research data (internal and external) that are commonly use to prepare relevant analyses.	<input type="checkbox"/>	<input type="checkbox"/>	Able to perform data mining and analyses to provide first level information on market trending.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Provide recommendations on potential opportunities for investment screening.	<input type="checkbox"/>	<input type="checkbox"/>			
0/4 (0.00%) 0/4 (0.00%)		3/4 (75.00%) 4/4 (100.00%)		0/4 (0.00%) 0/4 (0.00%)		0/2 (0.00%) 0/2 (0.00%)					
Self Rating Competency Level			L2 Knowledge		Imm. Supervisor Rating Competency Level *			L1 Awareness			
Justifications											
Activity/Event/Initiative/Project and Period						Role					
Acquire a company in London, England						Leader					
Outcome						Supervised By					
Completed the acquisition on time.						Immediate Supervisor					
Supervisor Feedback*											
Agreed. Good for Panel review.											
<div>Previous</div> <div>Next</div>											
<div>Immediate Supervisor Recommendation</div> <div> <input checked="" type="radio"/> Ready for Panel Review <input type="radio"/> Not Ready for Panel Review </div>											

5. Next, you can start your review. Follow simple guidelines below to complete it:-

No	Section Name	Description
Instruction: Immediate Supervisor need to provide the following input:- <ul style="list-style-type: none"> Feedback on the nominated activities/projects. Capability assessment. Supervisor needs to "check" the item box that he/she thinks the employee has demonstrated the required capability. The supervisor needs to rate for all capability areas. Recommend if the employee is ready for panel review. Please note for the current base line assessment exercise, all employee should be recommended for panel review. <p>Note: All mandatory fields marked with * need to be filled up before the form can be submitted, otherwise SUBMIT button is disabled.</p>		
1	Employee Info	Employee info in the profile will be display for information.

		<div> <div>Employee Info</div> <div> <div>Name</div> <div>Esther Ng</div> <div>Email</div> <div>esther.uj@gmail.com</div> </div> <div> <div>Immediate Supervisor Email</div> <div>esther_ng@zoooolinfosys.com</div> <div>Company</div> <div>KLCC Group of Companies</div> </div> <div> <div>OPU</div> <div>KLCC Projects Sdn Bhd</div> <div>Division</div> <div>Project ECER Division</div> </div> <div> <div>Skill Group / IC</div> <div>Asset Management (Facilities Management)</div> </div> </div>
2	Capability Area	<p>The ‘horizontal’ tabs show all capability area for the skill group/IC group relevant. To move to the next/previous capability area, just select the tab. Description for capability area is displayed as well.</p> <div> <div>Skill Group : Investment Management</div> <div> <div>1. Market and Industry knowledge</div> <div>2. Opportunity Screening/ Investment Viability</div> <div>3. Deal Structuring</div> <div>4. Investor Relations- Stakeholder Management</div> <div>5. Portfolio Management and Performance Monitoring</div> </div> <div> <div>Capability Area 1 : Market and Industry knowledge</div> <div> <div>Inventory :</div> <div>Market insights to identify and screen for potential opportunities</div> <div>.</div> <div>1.Supply and Demand Analysis</div> <div>2.Economic Outlook</div> <div>3.Competitors Profiling</div> <div>4.Property Market Research</div> <div>5.Building types</div> <div>6.New technologies</div> <div>7.Regulatory requirements</div> <div>8.Legal and regulatory related to property development</div> <div>9.REITs market</div> <div>10.Industry benchmarking</div> <div>11.Rental and lease outlook</div> </div> </div> </div>
3	Competency Level	<p>Each capability area will have 4 competency level. The employee self-assessment level will be shown on the left under Employee column. Use the right side checkbox to complete your assessment. The supervisor needs to rate for all capability areas.</p>

		<div>L1 - Awareness</div> <div>Employee</div> <div>Immediate Supervisor</div>	<div>L2 - Knowledge</div> <div>Employee</div> <div>Immediate Supervisor</div>	<div>L3 - Skill</div> <div>Employee</div> <div>Immediate Supervisor</div>	<div>L4 - Advanced</div> <div>Employee</div> <div>Immediate Supervisor</div>
		<div>Basic understanding of the key fundamentals surrounding the property industry.</div> <div>Aware of related legal and regulatory requirements.</div> <div>Able to identify the types of information required to build database.</div> <div>Aware of various sources of research data (internal and external) that are commonly use to prepare relevant analyses.</div>	<div>Able to deduce the implications of market changes to the business value chain.</div> <div>Able to gather, compare, verify and maintain relevant market data/ information for in-house database.</div> <div>Able to keep self 'up to date' with the changes in regulation and understand the implication to business.</div> <div>Able to perform data mining and analyses to provide first level information on market trending.</div>	<div>Able to conduct comprehensive market and economic analysis to generate inputs to identify opportunities for investment screening.</div> <div>Able to conduct risk assessment and implications arising from changes in regulation.</div> <div>Provide in-depth understanding of market trends and outlooks by analysing from multiple dimensions and angles.</div> <div>Provide recommendations on potential opportunities for investment screening.</div>	<div>Able to teach and coach others based on own experiences on market and regulatory practices.</div> <div>Seek by others on opinions for key market and industry perspectives.</div>
4	Percentage (%) of Ability	This field will be auto compute, based on your selection of competency level. <div> <div>4/4 (100.00%)</div> <div>0/4 (0.00%)</div> </div>			
5	Self-Rating Competency Level	Employee's self-rating of competency level will be shown. <div> <div>Self Rating Competency Level</div> <div>L1 Awareness</div> </div>			
6	Imm. Supervisor Rating Competency Level	You are required to provide your rating of the employees' competency level as well. <div> <div>Imm. Supervisor Rating Competency Level *</div> <div> <div>Yet to acquire L1</div> <div>L1 Awareness</div> <div>L2 Knowledge</div> <div>L3 Skill</div> <div>L4 Advanced</div> </div> </div>			
7	Justification - Supervisor Feedback	Provide a brief review of the project that you supervised for the employee. <div> <div>Justifications</div> <div> <div>Activity/Event/Initiative/Project and Period</div> <div>a</div> </div> <div> <div>Outcome</div> <div>a</div> </div> <div> <div>Supervisor Feedback*</div> <div></div> </div> <div> <div>Role</div> <div>Leader</div> </div> <div> <div>Supervised By</div> <div>Immediate Supervisor</div> </div> </div>			
8	Recommendation	Determine if the employee is ready for panel review. Only the assessment recommended for panel review will proceed to next stage. <div> <div> <div>Immediate Supervisor Recommendation</div> <div> <div>Ready for Panel Review</div> <div>Not Ready for Panel Review</div> </div> </div> </div>			

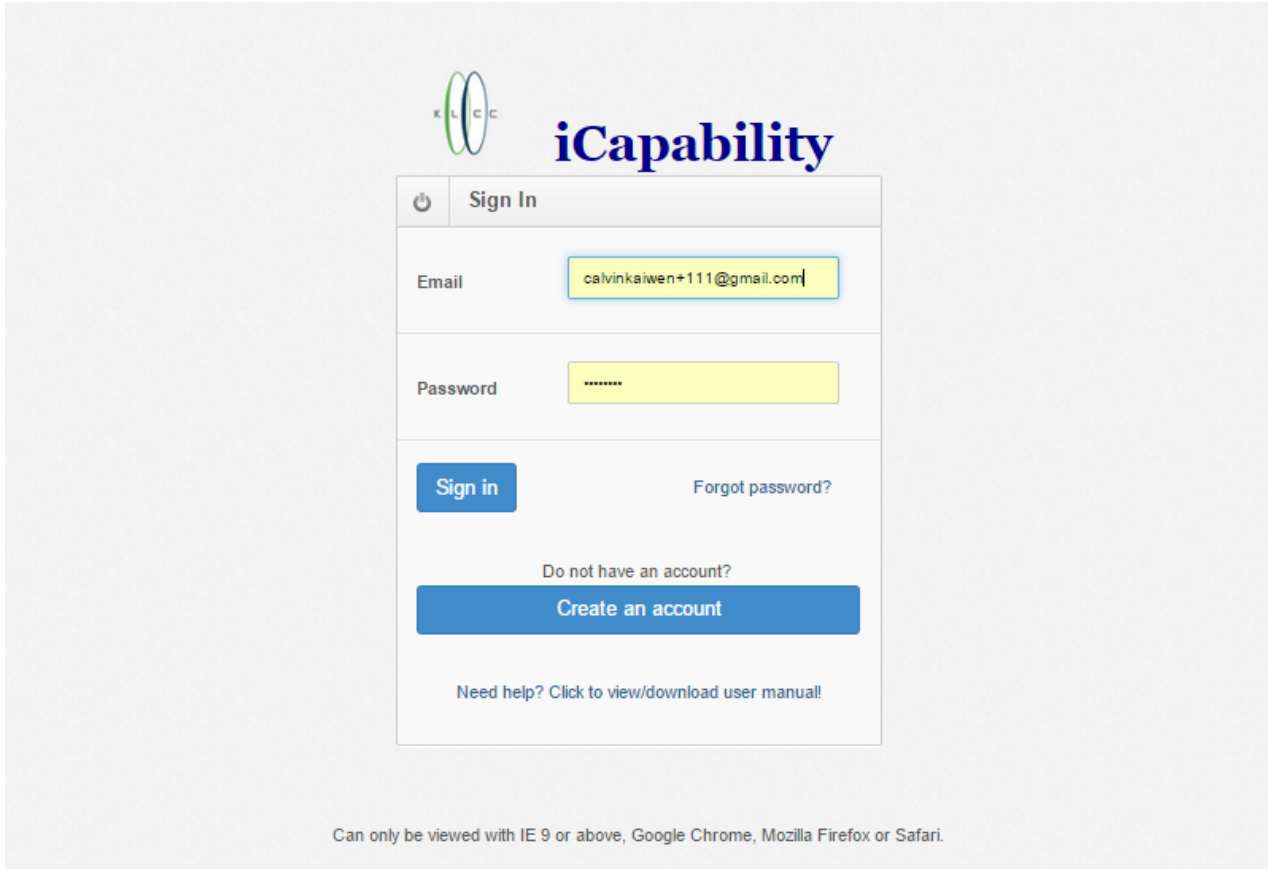
9	Previous / Next  	<p>Click to the previous or next Capability Area. Kindly take note that at this point the changes that you have entered is not saved until you click SAVE button as described below.</p> <p>Please remember that when you click 'Previous/Next' button, the system does not save the changes you made. Therefore, it is advisable to periodically click 'Save as Draft'  to save the changes you made.</p>
10	Save as Draft 	<p>Click to save the information entered in the form thus far. The message below will be prompted to you to indicate that the form is saved. You are advised to periodically "Save as Draft" while completing the assessment.</p> 
11	Submit 	<p>Click to submit the form. The message below will be prompted to indicate that the form is submitted successfully.</p> 
12	Preview 	<p>Click to show the assessment form in view format.</p>
13	Cancel 	<p>Click to return to Home page.</p>

6. All mandatory fields marked with * need to be filled up before the form can be submitted, otherwise SUBMIT button is disabled.
7. After you have submitted your review, the assessment form will no longer be shown in your pending assessment list for review.

5.0 Review and Recommendation (Edit/Continue)


To continue/edit an assessment, follow simple steps below. You will be able to do this if you have save your review/recommendation as draft.

1. Go to URL 'http://icapability.zooloofsys.com/iSkillAccessEmployee'



The image shows the iCapability Sign In page. At the top, there is a logo with the letters 'K L C' inside a green circle, followed by the text 'iCapability' in a large, bold, blue font. Below the logo, there is a 'Sign In' button with a power icon. Underneath, there are two input fields: 'Email' and 'Password'. The 'Email' field contains the text 'calvinkaiwen+111@gmail.com'. The 'Password' field contains a series of dots. Below the input fields, there is a blue 'Sign in' button and a link 'Forgot password?'. Below these, there is a link 'Do not have an account?' and a blue 'Create an account' button. At the bottom, there is a link 'Need help? Click to view/download user manual!'. At the very bottom of the page, there is a small text line: 'Can only be viewed with IE 9 or above, Google Chrome, Mozilla Firefox or Safari.'

2. Enter your email and password. Click **Sign in** to login.
3. Upon successful login, you will see the page below:-


iCapability

 Hello, N111
 Profile
 Change Password
 Logout

MY ASSESSMENT LIST
 ASSESSMENT PENDING MY REVIEW

Home

INFORMATION:

- If you have not started an assessment, please click on "New" button below.
- For returning user, please click on "Continue" to continue the assessment.
- If you have submitted, please click on "View" to review your submitted assessment.
- For immediate and project supervisor feedback, please click at the side bar "ASSESSMENT PENDING MY REVIEW" for assessment(s) pending your review. Note that this menu item will only appear at the side bar if there is pending assessment for your review.

Current Assessment

Skill / IC Group	Opening Period	Immediate Supervisor	Years Grade	Job Grade	Last Modified Date	Status	Actions
Asset Management (Facilities Management)	15 May 2014 to 28 Feb 2015	calvinkalven+111@gmail.com	3	E1	-	New	Continue Delete

1 - 1 of 1 items

Past Assessment

Skill / IC Group	Opening Period	Immediate Supervisor	Years Grade	Job Grade	Last Modified Date	Status	Actions
No items to display							

- Click at the side bar **ASSESSMENT PENDING MY REVIEW** to view all pending assessment; including those you saved as draft.
- You will see a list of assessment pending your review. Notice that the status for the assessment form is still shown as "Pending Immediate Supervisor Review". Click [Edit](#) to continue/edit the review which you have saved as draft.

Immediate Supervisor Feedback Required					
Name ▲	Assessment Name	Skill / IC Group	Last Modified Date	Status	Actions
N13	Capability Assessment 2014	Investment Management	19 Jan 2015	Pending Immediate Supervisor Recommendation	Edit

1 - 1 of 1 items